



Policy Title	Procedure for Managing Parental Concerns Policy		
Ratified at S.Council			
Updated on	Term 1 2022		
Reviewed by	Leadership	Date	2/2/22

PURPOSE

The purpose of this policy is to:

- provide an outline of the complaints process at Bairnsdale West Primary School so that students, parents and members of the community are informed of how they can raise complaints or concerns about issues arising at our school
- ensure that all complaints and concerns regarding Bairnsdale West Primary School are managed in a timely, effective, fair and respectful manner.

SCOPE

This policy relates to complaints brought by students, parents, carers, or members of our school community and applies to all matters relating to our school.

In some limited instances, we may need to refer a complainant to another policy or area if there are different processes in place to the manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's [Fraud and Corruption Policy](#)
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the Department's Legal Division

Complaints and concerns relating to child abuse will be managed in accordance with our Child Safety Responding and Reporting Obligations Policy and Procedures

POLICY

At times parents may have concerns they wish to take up with the school. Bairnsdale West Primary School welcomes this feedback and encourages parents to raise issues so they can be dealt with speedily and resolved to the satisfaction of all concerned.

The following procedures should assist parents in handling concerns:

1. Raise the matter via telephone, diary entry or written communication, remembering that you have one side of an issue, others will have their side.
2. Arrange a time to speak with the Class Teacher, Team Leader or Assistant Principal where appropriate. You can always follow up your concerns with other people in the school later.
3. If the issue is not resolved, make an appointment to see the Principal. Inform the Principal of the nature of the issue.

After the meeting you may need to:

- be prepared to monitor the situation with follow up phone calls or meetings.
- be available for further discussion with appropriate people at school.
- consider involving the support of outside agencies such as Family Support Workers or Social Workers. This can also be arranged through the school.

4. If you are not satisfied that your complaint has been resolved by the school, or if your complaint is about the Principal and you do not want to raise it directly with them, then the complaint should be referred to the South Eastern Victorian Region via phone : [1300 338 738](tel:1300338738) or email: sevr@education.vic.gov.au

Bairnsdale West Primary School may also refer a complaint to the South Eastern Victorian Region if we believe that we have done all we can to address the complaint.

For more information about the Department's parent complaints process, including the role of the Regional Office, please see: [Raise a complaint or concern about your school.](#)

5. All issues and concerns must ultimately be resolved at the school level and the Leadership Team are the key people in seeking a satisfactory outcome. We are committed to seek a resolution to all concerns sensitively and with a commitment to listening and responding positively to all your concerns.

EVALUATION:

- This policy is to be reviewed within a 4 year cycle.

COMMUNICATION:

This policy will be communicated to our school community in the following ways

- Available publicly on our school's website
- Included in staff induction processes
- Regularly in staff meetings
- Made available in hard copy from school administration upon request

